



## **Ve Interactive Ltd**

**Position:** Client Support Analyst

**Based:** Mayfair, London.

**Job Type:** Permanent

**Salary:** £ 17k to £19k p.a. (commensurate with experience) + shift allowance

**Reporting To:** Client Services Manager

An exceptional opportunity exists for a talented individual to join an exciting software development and services company with a strong bias towards technical and customer service retention and growth.

We are looking for a talented graduate with campaign management skills to assist our sales team in maximising the opportunity of working with major high street and online brands:

### **PRIMARY RESPONSIBILITIES**

- Create customer campaigns using our VeCapture software (training provided).
- Create email/templates using a combination of our VeContact email campaign software and HTML.
- Present our clients products and services through targeted emails.
- Prepare action plans and schedules to identify specific objectives and measure the results of email campaigns.
- Gain a clear understanding of customers' businesses and requirements.
- Assist with the preparation of presentations and proposals.
- Maintain sales materials and current product knowledge.
- Establish and maintain current client and potential client relationships.
- Identify and resolve client concerns.
- Communicate new product and service opportunities, special developments, information, or feedback gathered to appropriate company staff.
- Set-up of client software and marketing campaigns through Ve Interactive's proprietary software VeCapture.
- Other duties as assigned.

Whilst reporting to the Client Services Manager you will be working closely with our internal sales team and partners both in the UK, USA, Poland, Sweden and Australia. The opportunity will allow you to play an integral role in interesting projects. In a positive, forward thinking environment, the role will provide you with opportunity to develop your business skills and be part of a growing global company.

This role is based in Central London and to be considered for this position, you must live within a commutable distance, and be eligible to work in the UK.

### **Hours of Work**

Normal working hours are Mon – Fri 9:00am – 5:30pm, however flexible hours may be required.

### **KNOWLEDGE AND SKILL REQUIREMENTS**

- Understanding of HTML and customer website user experience.
- Strong interpersonal and communication skills.

- Self-motivated and organised.
- Analytic skills and numeracy.
- Pleasant and outgoing personality.
- Customer service orientated.
- MS Word, Excel and PowerPoint experience is required.
- Knowledge of advertising and sales promotion techniques would be an advantage.
- Work requires willingness to work a flexible schedule.